

FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP

MINUTES OF VIRTUAL MEETING HELD MONDAY, 27 FEBRUARY 2023 @ 3 pm

Present: Jennifer Hobbs-Hurrell (Chair), Judy Berkowicz, Ruth Diamond, Denise Ingamells. Karen Kent, Harold Moth. Lynn Murcutt, Graham Sturt, Adele Trainis, Sharad Vyas, Andrew Watson,

Apologies: Caroline Adeagbo, Harold Moth

No	Item	Action
1	Welcome & Apologies for Absence The Chair welcomed everyone to the meeting – apologies as stated above.	
2	Minutes of the last meeting Were accepted.	
3	<p>Matters arising from previous meetings</p> <ul style="list-style-type: none"> i. Appointment flowchart– still work in progress ii. A new external plaque is in place plus a new one is on display inside the building as the practice is now recognised as being a training practice for Kings College students. Also the practice is offering training to QMC Physician Associates. iii. Most recent minutes are displayed both on the website and on PPG noticeboard. KK suggested it may be helpful for the care navigators to be given a copy of the appendix detailing community diabetic services. iv. Staff have been reminded to turn their “out of office” on when on leave to avoid delays to prescription approvals v. Portacabin – funding is awaited to relocate this (approx. £2000) as services will have to be disconnected in its present position and reconnected once installed at FCMC) <p>The Chair expressed thanks to the Secretary for arranging for Jane Bibby, Specialist Diabetes Nurse to present at the last meeting as her input had been very informative and helpful.</p>	<p>AW</p> <p>AW</p>
4	<p>Practice Manager’s Report</p> <p><u>Staffing</u></p> <ul style="list-style-type: none"> • A very experienced care navigator has been recruited to work part-time. • Interviews are being held for a para medic (who would be able to cover home visits); practice nurse and advanced nurse practitioner. • The practice is constantly advertising for a salaried GP with no success as qualified doctors are preferring to work as locums as they can earn more without the responsibility a permanent post brings. <p>Ideally the practice would like to employ two permanent GPs but this is proving impossible so advanced nurse practitioners would be a good support to the GPs as they have prescribing authority.</p> <p><u>Complaints</u></p> <p>Complaints continue to be received focussing on difficulty getting through on the phone and one clinical complaint is being considered.</p>	

	<p><u>Premises</u> As reported in 3 – the hope is to have the use of a portacabin. It may be that the out of hours service (currently located at King George Hospital) may move to FCMC and require a room from 4pm each day supplying their own administrative staff.</p> <p><u>Vaccinations</u> Covid autumn boosters given to:</p> <ul style="list-style-type: none"> • 90% immuno suppressed patients • 75% patients aged 75+ years • 57% patients aged 50-64 years <p>Spring Covid boosters start in March for those in 3 categories:-</p> <ul style="list-style-type: none"> • Patients aged 75+ years • Children over 5 years old in high risk group • Housebound and care home patients <p>To keep status as a covid vaccination centre the practice has to have the capacity to offer 100 vaccination appointments a week but in recent week only about 15 patients have attended. The practice does not prescribe antivirals to at risk patients who have covid but are able to signpost them to the appropriate centre to get them.</p> <p><u>Immunisations</u></p> <ul style="list-style-type: none"> • 78% of babies aged less than 8 months (vaccinations given at 8 weeks, 12 and 16 weeks) • 76% of 1 year olds • 60% preschool boosters <p>It can be difficult to get evidence of vaccination status for newly registered children especially if they have just arrived in the UK.</p>	
5	<p><u>Presentation by Nicola Tenuye</u>, High Intensity CBT Psychotherapist of NELFT Foundation Trust joined the meeting at this point to share information about the Talking Therapies Service available in Redbridge - see appendix. Nicola left the meeting before agenda item 6</p>	
6	<p><u>Any Other Business</u></p> <p>In the absence of HM the topic of potentially using Fullwell Cross Library for meetings will be carried forward to the next meeting.</p> <p>JB shared that she had recently visited The Palms practice in Newbury Park and noticed that their PPG noticeboard publicised resources such as the falls service and she wondered if the FCMC noticeboard could be used to share more resources.</p> <p>The Chair asked PPG members for suggestions for future speakers to PPG meetings – a suggestion was made to invite staff from FCMC to attend to explain their role – specific suggestions were the roles of Advanced Nurse Practitioner, Physiotherapist or once appointed Paramedic.</p>	HM
7	<p><u>Date of Next PPG Meeting</u> (to be held virtually over Zoom) Possible dates in April – 3rd or 17th – awaiting confirmation from Practice Manager</p>	AW/ALL